



**SCHOHARIE COUNTY DEPARTMENT OF
PERSONNEL & CIVIL SERVICE**
ANNOUNCES CIVIL SERVICE *OPEN COMPETITIVE* EXAMINATION FOR
#16-003 COMPUTER SUPPORT SPECIALIST
Current CSEA Starting Salary: \$35,177 - Grade 12)

*Application Fee – \$15.00

LAST FILING DATE: March 18, 2016

DATE OF EXAMINATION: April 11-14, 2016 (*only 1 day required*)

ELIGIBLE LIST: The list resulting from this examination will be used to fill vacancies, as they occur in Schoharie County.

RESIDENCE REQUIREMENTS: An applicant must have been a legal resident of Schoharie County or one of the six contiguous counties of Albany, Delaware, Greene, Montgomery, Otsego or Schenectady for at least thirty days immediately preceding the test date.

MINIMUM QUALIFICATIONS:

- (A) High school diploma or equivalency **and** either:
- (1) Completion of a one-year certificate program given by an accredited school or college in computer science, data processing or a closely related field, **OR**
 - (2) Two years' paid professional experience installing, updating or supporting microcomputer systems; **OR**
- (B) An equivalent combination of training and experience as defined by the limits of (1) and (2) above.

NOTE: Part-time employment can be pro-rated to count towards full-time (based on number of hours worked per week) and a higher level of education can be pro-rated for experience up to a year.

DISTINGUISHING FEATURES OF THE CLASS: Computer Support Specialists help install and support personal computers and train employees in the use of computers. Incumbents help senior support staff and other computer specialists configure personal computers to fit the needs of a particular department. The position is distinguished from that of Senior Computer Support Specialist by performing less complex work, having no supervisory responsibility and requiring less training and experience. Incumbents do related work as required.

The examination will consist of two parts: a rated evaluation of training and experience and a qualifying pc-administered test. You must pass the evaluation of training and experience in order to take the qualifying pc-administered test. You must pass both tests in order to be considered for appointment. Only your rating on the evaluation of training and experience will be considered when computing final scores.

Test Description:

Rated Evaluation of Training and Experience: You will complete a questionnaire that asks for specific information on your information technology education (formal degrees, IT-related training courses, certifications) and experience. You will also be asked to briefly describe a significant achievement in each of the job's areas and to provide the name and contact information for someone who can verify your information. The information you provide about your experience will be rated against the following areas:

Help Desk * User Support * Microcomputer Repair

Qualifying pc-administered written test will be designed to test for knowledge, skills and/or abilities in such areas as:

Logical Reasoning and Interpreting Instructions for Computer-Related Positions: These multiple-choice questions test for ability to reason logically and interpret instructions in a computer-related context. They cover verbal and quantitative reasoning, flowchart interpretation and applying written directions. The verbal and quantitative reasoning questions include logical implications (e.g., if A and B, then C) and relations (e.g., greater than). Knowledge of addition, subtraction, multiplication and division is necessary, but neither mathematical sophistication nor computational speed is needed. The interpreting instructions questions provide the instructions and specific rules for applying them. All the information needed to answer the questions is presented with the questions.

User Support and Training: This simulation exercise requires candidates to assume the role of a staff member in a Help Desk support unit. Candidates will be presented with a user's problem. During the course of handling the problem, candidates will be required to: demonstrate communication skills, apply troubleshooting practices and tools, determine the appropriate level of training needed by the user, and educate the user on the proper use of computers.

Working Effectively with Others to Solve Job-Related Problems: This simulation exercise requires candidates to assume the role of a staff member in an Information Technology work group who is working with colleagues during a time of change in policy or procedure, in a particular agency. During the exercise, candidates will be required to deal with obstacles within the working environment, which includes peer relations and the demands of handling multiple tasks. Candidates will be required to demonstrate the ability to be flexible, creative and persistent as a team player. They will also need to demonstrate the ability to cooperate, show initiative, and establish positive working relationships with peers and administrators.

Waiver Policy: If a candidate has previously passed an IT Qualifying Test which was prepared by the NYS Department of Civil Service using the same test plan as announced, the qualifying test may be waived. A candidate requesting such a waiver must submit verifiable evidence of having previously passed the IT Qualifying Test, including the name of the Civil Service agency that administered the test and the test date.

APPLICATION FEE WAIVED: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a state or local agency. All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete a "Request for Application Fee Waiver and Certification" form and submit it with your application by the close of business on the Application Deadline as listed on the Examination Announcement. Applications are available in the Personnel Department.

The required application fee is fifteen dollars, which may be in the form of a check/money order or cash, and must accompany each application. If your application is disapproved, your examination fee will **NOT be returned to you. Please make check/money order payable to Schoharie County Department of Personnel and include the examination number.*

Applications and exam announcements are available on our website at www.schohariecounty-ny.gov

ISSUE DATE: 02/19/2016

SEE REVERSE SIDE